

# EXECUTIVE SECRETARIAT ROUTING SLIP

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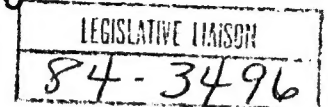
Remarks

14 Sept 84  
Executive Secretary

Date

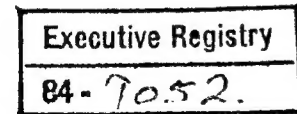
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**Congress of the United States**  
**House of Representatives**  
**Washington, D.C. 20515**



17 Sept.

Honorable William J. Casey  
Director  
Central Intelligence Agency  
Washington, D.C. 20505




Dear Mr. Casey:

We are very pleased to announce the fifth annual Congressional Award for Exemplary Service to the Public to invite your agency's participation in this Program. Our strong convictions about the importance of courtesy and responsiveness by those who serve the public as Federal civil servants led to the establishment of the Congressional Award for Exemplary Service to the Public during 1980. This annual honor awards program is intended to highlight the very important contributions that many civil servants are making on behalf of the American public. By recognizing a select few each year, this program emphasizes the interest and value that the President, the Congress, and the people of our Nation place on courteous and responsive public service and helps to dispel the negative attitudes about Government employees which all too frequently are prevalent among our citizens.


Over the last four years, this program has generated a great deal of interest and favorable publicity for Federal employees' achievements. Forty-one departments and agencies participated in the program last year, each nominating truly outstanding employees. We would like, once again, to invite your agency to participate in this program by nominating that one individual in your organization who, through his or her actions and dedicated efforts, best represents the highest ideals of public service. If the field cannot be narrowed to one employee, a maximum of two employees may be nominated. Our experience has shown that, although many employees frequently are worthy of nomination from any one agency, it is that agency's own personnel who are best able to determine which nominations represent the agency's most exemplary employees.

The U. S. Office of Personnel Management is again this year providing assistance in our sponsorship of this Congressional award. Nominations should be sent to: U. S. Office of Personnel Management; Incentive Awards Branch; Room 7H39; 1900 E Street, N.W.; Washington, D.C. 20415.

Nominations are due November 2, 1984. Enclosed is information concerning the award, the criteria, and the format for nominations. We look forward to receiving your nominations and wish to express our appreciation for your interest and support.

  
BENJAMIN A. GILMAN  
Member of Congress

Sincerely,

  
ELLIOTT H. LEVITAS  
Member of Congress



Enclosure

FACT SHEET:

CONGRESSIONAL AWARD FOR EXEMPLARY SERVICE TO THE PUBLIC

Background

The nature and quality of the contacts citizens have with Federal personnel at all levels strongly influence the way Americans think and feel about their Government.

The Civil Service Reform Act of 1978 reflects the concern of the President and the Congress for ensuring that high standards for courtesy and responsiveness are maintained in the Government's delivery of services to the public.

Congressman Elliott H. Levitas' particular interest in this matter prompted him to author a provision in the Act, supported by Congressman Benjamin A. Gilman, that permits performance standards for Federal employees to address the degree to which employees demonstrate courtesy to the public.

As the Federal agency responsible for providing leadership to the program to improve courtesy to the public throughout Government, the U.S. Office of Personnel Management was requested to assist Congressmen Levitas and Gilman in establishing a program of recognition for Government personnel who provide exemplary and courteous service to the public.

Objectives

To recognize and publicize exemplary and courteous service to the public, to encourage a concerned and responsible attitude toward the public among Government personnel, and to underscore the interest of the President and the Congress in the importance of courtesy throughout Government.

Criteria

Heads of Federal departments and agencies may nominate individuals for this award. Nominees must have demonstrated a degree of courtesy in dealing with the public that exceeds normal expectations.

Specifically, nominations are encouraged for employees who have:

- ° Established innovative procedures for responding to citizen's needs or interests that are more efficient, economic, and effective.
- ° Consistently exceed job requirements in dealing with requests for information, materials, or other services.
- ° Performed a special act or service well beyond the requirements of his or her job in direct response to a citizen need or concern.

The Award

Winners each receive honorary recognition in the form of a certificate, and a U.S. Flag flown over the Capitol. These, along with letters jointly signed by the co-sponsors, are presented in a special ceremony.

Information

Incentive Awards Branch  
Workforce Effectiveness and Development Group  
U.S. Office of Personnel Management  
1900 E Street, NW, Room 7H39  
Washington, D.C. 20415  
(202) 254-7090

**Congressional Award for Exemplary Service to the Public**

**Nomination Format**

Name of Nominee: \_\_\_\_\_  
(surname, first name, middle initial)

Job Title: \_\_\_\_\_ Grade or Rank: \_\_\_\_\_

Employing Agency: \_\_\_\_\_ Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

Brief description of employee's exemplary service to the public:

Suggested citation describing the achievement (not to exceed 75 words):

\_\_\_\_\_  
Signature of Agency Head  
(or designee)

Name of person to contact \_\_\_\_\_ Phone number: \_\_\_\_\_  
regarding nomination:

Nominations should be submitted to: U.S. Office of Personnel Management  
Incentive Awards Branch, Room 7H39  
1900 E Street, NW  
Washington, D.C. 20415